

OCCUPATIONAL GROUP: Public Safety

CLASS FAMILY: Investigations

CLASS FAMILY DESCRIPTION:

This family of positions includes those whose purpose is to monitor and investigate various types of criminal activity or claims for damages involving state agencies through the collection and analysis of evidence. Areas may include, but are not limited to: insurance fraud, tax fraud, corrections, juvenile services, human rights, medicolegal, lottery and motor vehicles.

CLASS TITLE: Investigations Support Specialist

DISTINGUISHING CHARACTERISTICS:

Under general supervision, full-performance level, this positions gathers, analyzes, evaluates, organizes, and correlates criminal intelligence information to generate intelligence data and the investigation of various types of fraud or crimes.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Searches and compiles criminal intelligence information and statistics from various sources including law enforcement and intelligence databases.
- Analyzes and evaluates information to distinguish patterns, trends, and associations for potential criminal cases.
- Reviews legality of information to ensure laws, regulations, and policies are met.
- Organizes and maintains data and/or files into logical, concise and understandable order.
- Prepares reports, charts, spreadsheets, graphs, matrices, and/or tables.
- Makes recommendations for investigative action.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of research, investigation and analytical techniques and practices.
- Knowledge of state and federal laws and the rules, guidelines and regulations pertaining to the assigned agency.
- Knowledge of computer data systems.
- Knowledge of record keeping practices.
- Skill in searching, gathering, analyzing and organizing data.
- Ability to compile and analyze data and prepare recommendations.
- Ability to write clear and concise reports.
- Ability to establish and maintain effective working relationships with the public

MINIMUM QUALIFICATIONS:

Education: Associate degree from a regionally accredited college or university.

Experience: Zero to two years of full-time or part-time equivalent variable experience related investigations job family.

Education and/or Experience Substitution: Additional qualifying experience above may substitute for the education on a year-for-year basis.

Certifications, Licenses, Registrations: None

CLASS TITLE: Investigations Associate**DISTINGUISHING CHARACTERISTICS:**

Under general supervision, conducts investigations of violations of federal and state laws, agency specific policies and regulations or claims for damages involving state agencies at the entry level. These positions do not have supervisory or budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Conducts routine and special inspections.
- Takes necessary action indicated by results of inspections, tests, and investigations.
- Follows up on complaints and reported violations.
- Fills out inspection check list or form and completes detailed inspection reports.
- Checks for requirements prescribed by law, such as proper licensing, record keeping, safety and sanitary conditions.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of established and effective methods of investigation.
- Knowledge of state and federal laws and the rules, guidelines and regulations pertaining to the assigned agency.
- Knowledge of the criminal justice system and legal terminology.
- Knowledge of record keeping practices.
- Ability to ascertain facts by personal contact, observation and examination of records.
- Ability to interview or interrogate those involved in investigations.
- Ability to write clear and concise reports.
- Ability to establish and maintain effective working relationships with the public

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: None

Education & Experience Substitution: One to two years of full-time or equivalent part-time paid experience in a field closely related to the area of assignment may substitute for the education on a year-for-year basis.

Certificates, Licenses, Registrations: Valid driver's license. Qualification to possess and use firearms may be required.

CLASS TITLE: Investigations Specialist 1

DISTINGUISHING CHARACTERISTICS:

These positions independently conduct investigations of violations of federal and state laws, agency specific policies and regulations or claims for damages involving state agencies at the full performance level. These positions do not have supervisory or budgetary responsibilities. Perform related work as required

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Conducts field investigations to ascertain facts and obtain evidence on reported violations; obtains statements concerning alleged violations.
- Explains the law or other agency regulations to the party in violation to secure voluntary compliance.
- Checks business records to determine amount of tax due to the state and collects delinquent accounts.
- Initiates prosecution of violators and testifies in court as an expert state witness.
- Investigates business and professional establishments for proper licenses and cites violations.
- Keeps records and makes oral and/or written reports of all investigations.
- Conducts legal research and locates the section of the West Virginia Code that covers the complaint under investigation.
- Interviews complainants and witnesses using prescribed procedures.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of established and effective methods of investigation.
- Knowledge of state and federal laws and the rules, guidelines and regulations pertaining to the assigned agency.
- Knowledge of the criminal justice system and legal terminology.
- Knowledge of record keeping practices.
- Skill in oral and written communications projects.
- Ability to ascertain facts by personal contact, observation and examination of records.
- Ability to interview or interrogate those involved in investigations.
- Ability to effectively explain and interpret pertinent provisions of laws and regulations.
- Ability to enforce laws, rules and regulations with firmness and impartiality.
- Ability to write clear and concise reports.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: One to two years of full-time or equivalent part-time paid experience in investigative work.

Education & Experience Substitution: Experience as described above may be substituted on a year-for-year basis for the required education.

Certificates, Licenses, Registrations: Valid Driver's License required. Qualification to possess and use firearms may be required.

CLASS TITLE: Investigations Specialist 2**DISTINGUISHING CHARACTERISTICS:**

These positions performs advanced level investigations by obtaining evidence of reported fraud or violations of the rules and regulations of a state agency or of state or federal laws or involving claims for damages by or against a state agency, or conducts investigations of reported deaths, determining which deaths meet medicolegal criteria requiring attention/action by the Office of the Chief Medical Examiner. These positions involve complex direct public contact work as well as contact with insurance company representatives, lawyers and law enforcement personnel. They perform the most complex and sensitive investigations undertaken by the unit and may serve as a lead worker to other unit investigators or other employees. These positions do not have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans and directs investigations/audits to obtain evidence to confirm or refute allegations.
- Analyzes and evaluates criminal intelligence information obtained from research and contacts in order to determine source reliability, content validity, and potential truthfulness; develops investigative leads and links; distinguishes patterns, trends, and associations; develops potential evidence for a criminal case.
- Obtains and secures evidence following chain of custody procedures in order to determine whether civil, administrative, or criminal violations have occurred.
- Provides twenty-four hour investigation and report formulation regarding deaths reported by law enforcement, emergency medical services, hospital staff, funeral directors, county medical examiners and other state and federal agencies.
- Prepares a comprehensive detailed written report of investigations to include a narrative and evidence to substantiate violations of federal and state code or administrative policy and refer to appropriate authority.
- Performs complex calculations of any over issued or misused funds or benefits, which may span several years and time periods and encompasses multiple changes in policy or regulations, during the established period of overpayment.
- Advises vested parties of investigative status while maintaining a referral log for tracking statistical reporting requirements.

- Enforces and monitors court orders by imposing sanctions and pursuing restitution ordered by the court, and adhering to any special instructions imposed by the court to satisfy state and federal regulations and the terms of the court order.
- Testifies on behalf of, or represents the interest of, the State of West Virginia in Magistrate Court, Circuit Court, Federal Court, Probation Department and/or Administrative and/or Grievance proceedings to the facts contained in or charges arising from the Report of Investigation to facilitate desired results through adjudication.
- Participates in multi-agency investigations works with internal groups to provide analytical assistance, collect and/or disseminate intelligence data, and share resource sources.
- Makes determination as to which deaths require the attention of the office of the Chief Medical Examiner.
- Determines autopsy need and coordinates body transport, if necessary.
- May be required to work on call shifts in addition to regular office hours.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of established and effective methods of investigation.
- Knowledge of state and federal laws and the rules, guidelines and regulations pertaining to the assigned agency.
- Knowledge of the criminal justice system and legal terminology.
- Knowledge of record keeping practices.
- Skill in oral and written communications.
- Ability to supervise the work of other employees.
- Ability to investigate possible law violations in various fields.
- Ability to ascertain facts by personal contact, observation and examination of records.
- Ability to interview or interrogate those involved in investigations.
- Ability to effectively explain and interpret pertinent provisions of laws and regulations.
- Ability to enforce laws, rules and regulations with firmness and impartiality.
- Ability to write clear and concise reports.
- Ability to establish and maintain effective working relationships with the public

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Three to four years of full-time or equivalent part-time paid experience in investigative work.

Education & Experience Substitution: Experience described above may be substituted on a year-for-year basis for the required education.

Certificates, Licenses, Registrations: Requires the possession of a valid driver's license. Qualification to possess and use firearms may be required.

CLASS TITLE: Investigations Coordinator

DISTINGUISHING CHARACTERISTICS:

These positions provide first level supervision to a work unit of investigators. Directs work, trains employees, evaluates policies and procedures adhering to Agency, State and Federal guidelines related to the establishment of claims, pursuing overpayments, and sanctioning individuals for violations of program rules. Perform related duties as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Coordinate and direct the work of investigators in their unit.
- Conducts field investigations to ascertain facts and obtain evidence on reported violations; obtains statements concerning alleged violations.
- Initiates prosecution of violators and testifies in court as an expert state witness.
- Investigates business and professional establishments for proper licenses and cites violations.
- Keeps records and makes oral and/or written reports of all investigations.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of established and effective methods of investigation.
- Knowledge of state and federal laws and the rules, guidelines and regulations pertaining to the assigned agency.
- Knowledge of the criminal justice system and legal terminology.
- Knowledge of record keeping practices.
- Skill in oral and written communications.
- Ability to ascertain facts by personal contact, observation and examination of records.
- Ability to interview or interrogate those involved in investigations.
- Ability to effectively explain and interpret pertinent provisions of laws and regulations.
- Ability to enforce laws, rules and regulations with firmness and impartiality.
- Ability to write clear and concise reports.
- Ability to establish and maintain effective working relationships with the public and those who they supervise in their unit.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Two to four years of full-time or equivalent part-time paid experience in investigative work.

Education & Experience Substitution: Experience described above may be substituted on a year-for-year basis for the required education.

Certificates, Licenses, Registrations: Requires the possession of a valid driver's license. Qualification to possess and use firearms may be required.

CLASS TITLE: Investigations Supervisor

DISTINGUISHING CHARACTERISTICS:

These positions are supervisory and are responsible for directing, monitoring and evaluating the work of investigators. These positions do not have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: (Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)

- Plan, schedule, coordinate and evaluate the work of field investigators.
- Assigns and reviews investigations to ensure minimum internal control procedures are followed by personnel.
- Reviews investigation and compliance reports from subordinates.
- Monitors time and attendance, approves leave and conducts performance evaluations for subordinate employees.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal, state, and local laws and regulations and department and unit policies and procedures.
- Knowledge of principles and practices of management.
- Knowledge of principles and practices of management.
- Knowledge of effective investigation procedures, practices and techniques.
- Knowledge of laws and regulations regulating search and seizure and proper evidence retention.
- Knowledge of current search and seizures laws / evidence collections procedures.
- Ability to effectively interview and interrogate witnesses.
- Ability to prepare and present complete and thorough investigative reports.
- Ability to present testimony in state and federal court procedures.
- Ability to effectively communicate, both orally and in writing.
- Ability to establish and maintain effective working relationships .
- Ability to supervise others.
- Ability to identify, analyze and collect evidence and pertinent documentation/information.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Four to six years of full-time or equivalent paid investigative experience including 2 years of supervisory experience.

Education & Experience Substitution: Experience described above may substitute for the required education on a year-to-year basis.

Certificates, Licenses, Registrations: Valid driver's license.

CLASS TITLE: Investigations Manager

DISTINGUISHING CHARACTERISTICS:

These positions manage an investigative unit of a state agency. They coordinate investigations statewide and direct, monitor and evaluate supervisors, investigators and administrative support personnel. These positions do not have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, organizes, assigns and directs the work of investigators and support staff statewide conducting criminal investigations of alleged illegal activity of consumers, agencies and other licensees.
- Oversees the development of unit investigation rules, policies and procedures insuring compliance with state and federal laws on evidence, search and other criminal investigation processes.
- Develops and implements basic and advanced training for unit investigators insuring the acquisition of required competencies; oversees the acquisition of specialized equipment used for investigations and surveillance.
- Plans and conducts complex and sensitive investigations involving the search, surveillance and apprehension of persons in violation of state and federal laws.
- Ascertains facts and obtains evidence and witness statements on alleged violations; secures and coordinates the serving of search warrants and subpoenas relating to investigations.

KNOWLEDGE, SKILLS AND ABILITIES:

- Extensive knowledge of effective investigation procedures, practices and techniques.
- Extensive knowledge of laws and regulations regarding search, seizure and custody of evidence.
- Considerable knowledge of the criminal justice system, court procedures and legal terminology.
- Ability to plan, organize and direct the work of investigators and support staff.
- Ability to properly ascertain facts by personal contact, observation and examination of detailed records; to effectively interview and interrogate witnesses.
- Ability to prepare and present clear and concise written investigation reports.
- Ability to communicate effectively, orally and in writing.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Five to seven years of full-time or equivalent part-time paid experience in investigation or criminal investigation.

Education & Experience Substitution: None

Certificates, Licenses, Registrations: Valid drivers' license.

CLASS TITLE: Investigations Manager Senior**DISTINGUISHING CHARACTERISTICS:**

These positions manage multiple investigative units of a state agency. They coordinate investigations statewide and direct, monitor and evaluate managers, supervisors, investigators and administrative support staff. These positions have input into setting a budget and are responsible for staying within an assigned budget. They have authority to establish and / or revise unit policies and procedures. Perform related work as required

EXAMPLES OF WORK: (Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)

- Plans, organizes, assigns and directs the work of investigators and support staff statewide conducting criminal investigations of alleged illegal activity of consumers, agencies and other licensees.
- Sets a budget and is responsible for staying within that budget.
- Oversees the development of unit investigation rules, policies and procedures insuring compliance with state and federal laws on evidence, search and other criminal investigation processes.
- Develops and implements basic and advanced training for unit investigators insuring the acquisition of required competencies; oversees the acquisition of specialized equipment used for investigations and surveillance.
- Plans and conducts complex and sensitive investigations involving the search, surveillance and apprehension of persons in violation of state and federal laws.

KNOWLEDGE, SKILLS AND ABILITIES:

- Extensive knowledge of effective investigation procedures, practices and techniques.
- Extensive knowledge of laws and regulations regarding search, seizure and custody of evidence.
- Considerable knowledge of the criminal justice system, court procedures and legal terminology.
- Ability to plan, organize and direct the work of investigators and support staff.
- Ability to properly ascertain facts by personal contact, observation and examination of detailed records; to effectively interview and interrogate witnesses.
- Ability to prepare and present clear and concise written investigation reports.
- Ability to communicate effectively, orally and in writing.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Five to seven years of full-time or equivalent part-time paid experience in investigation or criminal investigation.

Education & Experience Substitution: None

Certificates, Licenses, Registrations: Valid driver's license.

CLASS TITLE: Investigations Director**DISTINGUISHING CHARACTERISTICS:**

These positions provide administrative, managerial, and professional level work in directing the work activities of a section. Directs work, trains employees, evaluates policies and procedures adhering to Agency, State and Federal guidelines. These positions supervise subordinate staff through managers and /or supervisors, and may have budgetary responsibilities. Perform related duties as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Interprets statutes, regulation policies to agency employees; researches issues using statutes, rules and regulations; provides technical assistance in area of assignment to agency employees.
- Plans, directs, and coordinates work activities.
- Makes and reviews work assignments to subordinates to ensure accuracy.
- Conducts performance evaluations; approves or disapproves leave requests.
- Trains subordinates in proper work methods, policies, and procedures.
- Writes, reviews, analyzes, and implements work procedures and policies.
- Monitors and ensures budget requirements are met; serves as purchasing card coordinator; makes and/or authorizes purchases.
- Resolves non-typical problems; makes decisions on technical issues.
- Monitors employee activities to ensure compliance with state/federal regulations, policies and procedures and work standards.
- Serves as a resource for subordinates regarding rules, regulations, policies and procedures for program area.
- Performs duties that are similar or related to the work performed by subordinates.
- Compiles and analyzes data; types reports; maintains records.
- Attends meetings representing the agency.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of office procedures, practices, and methods.
- Ability to plan, assign, and coordinate the work of employees.
- Ability to supervise subordinates.
- Ability to interpret rules, regulations, policies and procedures.
- Ability to make decisions based on governing laws and regulations and to explain policies to employees.
- Ability to communicate with a wide variety of people, both orally and in writing.

- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Six to eight years of full-time or equivalent part-time paid experience in investigation or criminal investigation.

Education & Experience Substitution: None

Certificates, Licenses, Registrations: Valid driver's license.
